

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): H. Young, et al.

Docket No.

00750436AA

Application No. 09/723,519	Filing Date November 28, 2000	Examiner S. M. M. Diaz	Customer No. 30743	Group Art Unit 3623	Confirmation No. 6445
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Invention: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	7 -	20 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	1 -	3 =	0	x \$86.00	\$0.00
Multiple Dependent Claims (check if applicable)		<input type="checkbox"/>			\$0.00
					TOTAL ADDITIONAL FEE FOR THIS AMENDMENT
					\$0.00

No additional fee is required for amendment.

Please charge Deposit Account No. _____ in the amount of _____.

A check in the amount of _____ to cover the filing fee is enclosed.

The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0458

Any additional filing fees required under 37 C.F.R. 1.16.

Any patent application processing fees under 37 CFR 1.17.

Dated: September 24, 2004

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Reg No. 22,424

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Howard Young et al.

Group Art Unit 3623

Serial No. 09/723,519

Examiner Susanna M. Meinecke Diaz

Filed November 28, 2000

Confirmation No. 6445

For CUSTOMER RELATIONSHIP
MANAGEMENT BUSINESS METHOD

Box AF
Commissioner for Patents
Alexandria, Virginia 22313-1450

AMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action mailed July 13, 2004, please amend the above-identified patent application as follows:

Amendments to the Specification: There are no amendments to the specification in this paper.

Amendments to the Claims: The listing of the claims begins at page 2 of this paper.

Amendments to the Drawings: There are no amendments to the drawings in this paper.

Remarks: The "Remarks" section begins at page 4 of this paper.

BOX "AF"
RESPONSE UNDER 37 C.F.R. § 1.116
---EXPEDITE PROCEDURE---
EXAMINING GROUP 3623